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# Record Times



A monthly newsletter for Clerk of the Superior Court employees

May 2010

Vol. 16 No. 5

## Encounter with Casey is a welcome surprise to staff



**C**asey is making his annual appearance to the Clerk's Office and many employees are meeting him for the first time, while a few others are enjoying a second or third encounter. Casey is actually the nickname of the Office's special recognition award, and it has been presented to staff throughout the Office ... for some employees it is the first time they have won the award, while others have won it in years past. The following are the names and photos of several employees who received a Casey Award this year at the **Northeast, Northwest** and the **Customer Service Center** events. The names and photos from the Downtown and Southeast ceremonies will be in next month's issue.

### NORTHEAST - TEAMWORK AWARD

(pictured) Reta Sneddon, Beverly Clement, Kenna Cumbly, Tina Hays, Bonnie McGovern, and Becky Bennett



### NORTHEAST - TEAMWORK AWARD

(pictured) Jean Walker and Janeene Carrillo



### NORTHEAST - EXCELLENCE AWARD

Kelly Sleeseman



### NORTHEAST - LEADERSHIP AWARD

Sheri Jaffe



### NORTHEAST - TEAMWORK AWARD

(pictured) Donna Galligan, Mary Minkow, Leslie Slaughter, and Donna Kenney



### NORTHWEST - TEAMWORK AWARD

(pictured) Diane Jamison, Ginny James, Linda McNamara, and Jennifer Hill



### CUSTOMER SERVICE CENTER - CUSTOMER SERVICE AWARD

Ruben Trejo



←  
NORTHWEST - TEAMWORK AWARD  
(pictured) Duffy Watson, Keri Wade, Aurora Avina, Margaret Brickman, Krizna Rodriguez, and Michelle Monick

More photos and a complete list of all of the Northeast, Northwest, and CSC CASE Award winners are provided on page 3. →





Michael K. Jeanes  
Clerk of the Court

## A Minute with Michael



### The 2010 Jeane-ius Award recipient

**C**ongratulations to our 2010 CASE award winners! Those who received this special award from the **Northeast, Customer Service Center, and Northwest Offices** are listed in this issue. Last month, the winners from **Durango Juvenile** were shown and next month's issue will include the award recipients from **Downtown and Southeast**. This is our 9th year of presenting these awards and it is always a pleasure for me to celebrate your outstanding achievements through this annual event that we hold. Thank you again for your hard work and dedication. You deserve this recognition.

Besides the Casey's, I presented the Jeane-ius Award, which is an award I bestow upon an individual who has performed at an exceptional level. This year, the **Jeane-ius Award** was presented to ITG Director **Ron Bitterli**. The following is the narrative that I spoke at the CSC event on why he was deserving of this award.



Michael Jeanes presents the 2010 Jeane-ius Award to Ron Bitterli at the Customer Service Center ceremony on May 4.

John C. Maxell once said, "Learn to say 'no' to the good so you can say 'yes' to the best." This year's recipient of the Jeane-ius Award certainly embodies settling for nothing but the best. As a customer-focused individual who is driven to excellence, Ron Bitterli certainly demands much of his team – and in doing so, he leads by example, not asking anything of anyone that he would not expect of himself.

Since starting with the Clerk's Office in July of 2008, he has worked diligently to apply his years of experience as an IT professional toward improvements in how ITG develops and supports applications that are critical to the business.

During his first year as Director, Ron continued his prior involvement as a consultant in leading the highly successful development of the new Cash Receipting System on top of his new responsibilities as the director. He worked countless hours with his dedicated team to ensure the new system met the needs of the users and when it was moved into production, it did just that!

Under Ron's leadership, ITG has continued to excel in delivering quality applications and improving customer service. In his leadership role, he must handle many responsibilities including managing a large and diverse team of talented individuals. Due to numerous vacancies brought on in large part by the current hiring freeze, Ron accelerated the utilization of contract resources to not only assist in developing our priority projects, but also to help guide the team as a whole to evaluate the best technologies and approach for building these new applications. He never looks for individual credit, instead pointing to the great work of his team for any given accomplishment.

Ron certainly won't pull any punches – he will always share his thoughts and provide a candid assessment of a particular situation or approach. He is focused on doing the right things and doing them well, without compromise.

We appreciate Ron's commitment to this office, how he has led his team to accomplish great things, and how the future of automation in the Clerk's Office has never been more promising in a time when it is so critical to our overall success.

## Pin-pointing some facts about service pins

**T**here are **87 employees** who received a service pin from the Clerk of the Court and/or Maricopa this year. They represented more than **815 years of experience**. Last year, 102 employees received a service pin and they represented 1,035 years of experience. Courtroom Clerk **Denise Glab** received a 35-year service pin this year, which was the highest number of years recognized.







## ...Casey award winners continued from page 1

### NORTHEAST C.A.S.E. AWARDS

**Excellence Award** - Kelly Sleseman / Cindy Kasmer | **Leadership Award** - Sheri Jaffe | **Teamwork Award - Family Court Judges's Courtroom Clerk Team** - Mary Minkow, Claire Vigil, Leslie Slaughter, Donna Galligan, and Donna Kenney / **Marriage License/Passport/Public Records Team** - Janeene Carrillo, Hector Castaneda, Kyle Duncan, and Jean Walker | **Docket/EDM Team** - Reta Sneddon, Beverly Clement, Kenna Cumbley, Bonnie McGovern, Cindy Kasmer, Tina Hays, Kim Maloy, Becky Bennett, and Travis Joy

### CUSTOMER SERVICE CENTER C.A.S.E. AWARDS

**Customer Service Award - Marriage License and Passport Services/Recording Services Team** - Angela Delucia, Carmen Diaz, Maria King, Angelique Rodriguez, Araceli Rodriguez, Ramona Velasquez, Rebecca Shanks, Maria Reyes, and Cheryl Marzella / Aide Estrada / Ruben Trejo / Ken Shipley | **Excellence Award** - Don Christoph / Flor Nevarez | **Leadership Award** - Candy Cole-Terry / Vonda Culp / Jennifer Taylor | **Teamwork Award - Cash Receipting Replacement Team** - Jeanette Farrison, Diana Garbarino, Rick Lupori, Don Pemberton, Clay Proulx, Andrea Wolfe, Don Christoph, Tom Riggs, Charlie Gill, Gail Totter, Justin Mayse, Scott Hensel, Adrian Roberts, Tim Potratz, Sheri Jaffe, Anna Valenzuela, Kathy Whittiker, Dave Forde, Harriette Bills, Joseph Silberschlag, Robert Baskett, Tracey Densmore, Appachu Ballachanda / **Appeals Team** - Cheri Bagato, Emmy Greth, Elva Martin-Mendoza, Flor Nevarez, Maira Perras, Sharon Rochford, Juanita Summerhill, Pamela Crawford / **ITG Network Administration Team** - Steve Lauer, Stace Williams, Ruben Trejo, Justin Mayse, and Scott Hensel / **EDM/QC Team** - Joyce Auchinleck, Kim Dollins, Chris Cerrato, Eileen Fenner, Anamae Beard, Beverly MacDonald, and Michelle Monick / **Support Services/Film Alcove Team** - Christina Goodwill, Diana Eaton, Martha Miller, Susan Baldwin, Sandra Tarin, Dan Sullinger, Scott Mandel, Edith Witherspoon, Aide Estrada, and Cheryl Marzella

### NORTHWEST C.A.S.E. AWARDS

**Teamwork Award - Courtroom Clerk Team** - Diane Berkland, Jennifer Hill, Ginny James, Andrea Marquis, Linda McNamara, and Diane Jamison / **NW Office Team** - Jessica Bernal, Krizna Rodriguez, Jackie Ortiz, Margaret Brickman, Keri Wade, Aurora Avina, Duffy Watson, and Michelle Monick



#### CUSTOMER SERVICE CENTER - TEAMWORK AWARD

(pictured) Joe Silberschlag, Appachu Ballachanda, Charlie Gill, Jeanette Farrison, Robert Baskett, Harriette Bills, Adrian Roberts, Diana Garbarino, Scott Hensel, and Don Pemberton



#### CUSTOMER SERVICE CENTER - TEAMWORK AWARD

(pictured) Juanita Summerhill, Maira Perras, Emmy Greth, Cheri Bagato, Pam Crawford, Elva Martin-Mendoza, and Flor Nevarez



#### CUSTOMER SERVICE CENTER - CUSTOMER SERVICE AWARD

Aide Estrada



#### CUSTOMER SERVICE CENTER - TEAMWORK AWARD

Scott Hensel, Steve Lauer, Ruben Trejo, and Stace Williams



#### CUSTOMER SERVICE CENTER - TEAMWORK AWARD

Beverly MacDonald, Eileen Fenner, Kim Dollins, Joyce Auchinleck, Chris Cerrato, and Anamae Beard



There are more Office Casey award photos provided on page 4. →





## ...Casey award winners continued from page 3

CUSTOMER SERVICE CENTER - TEAMWORK AWARD  
Cheryl Marzella, Martha Miller, Diana Eaton, Sue Baldwin, Sandra Tarin,  
Edith Witherspoon, and Aide Estrada



CUSTOMER SERVICE CENTER -  
EXCELLENCE AWARD  
Flor Nevarez



CUSTOMER SERVICE CENTER - TEAMWORK AWARD  
Cheryl Marzella, Maria Reyes, Angelique Rodriguez,  
Araceli Rodriguez, and Rebecca Shanks



CUSTOMER SERVICE CENTER -  
LEADERSHIP AWARD  
Candy Cole-Terry



CUSTOMER SERVICE CENTER -  
LEADERSHIP AWARD  
Vonda Culp



Next month - Downtown and Southeast CASE winners

## Collaborative efforts of two offices benefit victims of crime

**C**lerk of the Court Michael Jeanes and interim County Attorney Rick Romley held a press conference this month to announce their offices are working together on a program that will help the victims of crimes receive their court-ordered restitution.

The Clerk's Office has more than \$3 million it is holding in pending restitution funds for victims, but is unable to disburse due to not having correct addresses. Being a law enforcement agency, the County Attorney has internal investigative resources and additional databases that the Clerk's Office does not have to locate current addresses. With that in mind, Jeanes contacted Romley to ask for his Office's help in locating more than 4,000 victims who are owed money. The two office's agreed to work together and in the first week of their collaborative efforts, the office's located 76 victims who had restitution owed to them.

On average, about \$74,000 a month is not mailed to victims because of invalid addresses. Frequently, individual victims of crime who are owed restitution move without notifying the Office of their new address. The Criminal Financial Obligations staff does make efforts to locate these people; however, they have limited resources.

In addition to the new program, the Clerk's Office has a feature on its website called "Finding Funds" that allows the public and businesses to enter their name or the name of their business to see if the Clerk's Office has any court-ordered restitution monies or assets belonging to them. If so, they can print and complete the forms, and either fax them or mail them to the Criminal Financial Obligations Unit.







## The Extra Mile

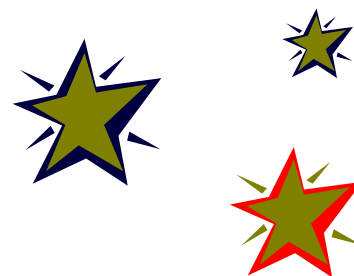


(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

### CUSTOMER CARD COMPLIMENTS

#### Northwest Marriage Licenses and Passports

- “**Duffy Watson** - “Duffy was a great help, very nice and pleasant.”
- “Very efficient, helpful, friendly. Made the process a pleasant experience.”



### CO-WORKER COMPLIMENTS

“I want to say a sincere thank you to all of my team. I am consistently amazed by the amount of teamwork and dedication I see every day. Each of you work very hard to help the customers to the best of your ability and your outstanding efforts are noticed. Thank you.

“Also, a huge THANK YOU goes out to **Franci Diaz-Smock** and her awesome team for assisting us with the mail during the month of May. We would not have been able to keep up with the mail without your wonderful assistance. Thank you.” — *Merriel Trombley*

“We would like to thank **Chris Driscoll, Jon Reeves, Lori Cummings, Michelle Paigen, Angela Walker,** and **Merriel Trombley**. We want to thank you all for assisting and guiding us in our training process. All of your hard work and dedication has helped us to have a pleasant transition in becoming a part of the eFile team. Thanks for all of the hard work you do.” — *Angela Mejia and Constance White*

“I want to give a big thank you to **Merriel Trombley** for the work she did on the election procedures. The procedures are detailed and very easy to follow. Thanks for passing this along. It certainly makes our jobs easier.” — *Franci Diaz-Smock*



### CUSTOMER COMPLIMENTS

NE Courtroom Clerks **Alex Ocanas** and **Cynthia Kelly** received a very kind email from Judge Gordon regarding the excellent work they performed. In the email he wrote, “Please know, without equivocation, how much I appreciate your sustained efforts to help me out. I wish the public knew just how dedicated, hardworking, and affable our public servants are.”

SE Juvenile Supervisor Diane Hoy received an email from another department that commended **Sheila Sailer**. The person said in the email, “As part of my job, I conduct follow-up calls of people who have come to the court. I talked to two people who came in for guardianship and throughout the follow-up they kept repeating that Sheila Sailer was so helpful and knowledgeable.”

Family Court Services’ **Karla Molina** recently received a very nice letter from a customer she assisted. The customer wrote, “I would like to give you my sincerest thanks, for not just looking into the matter at hand, but for actually rectifying the issues that were outstanding. It takes dedicated employees like you to make a difference.”





## ... more extra miles

### CUSTOMER COMPLIMENTS

A customer wrote the Office to express his gratitude for the service he received from Civil Docket's **Yvette Moralez**. He said, "Since January 2008, my middle name has consistently been misspelled on each minute entry we received from Superior Court. Yvette informed my legal secretary that she had arranged to have my middle name corrected in the appropriate department. Yvette's help was kind and timely and I want to let you know how much we appreciate her assistance."



Star Call Center's **Jenna Ashe** received a thank you note from a very appreciative customer she assisted for the Office. The customer had never received any of her spousal support and so she contacted the Office. After doing some research, Jenna was able to find out that her ex-husband had been paying the spousal maintenance via wage assignment for the last two years, but no money was issued to her due to the fact that she had no address listed. Jenna then instructed the customer what she needed to do to update her information and set up direct deposit. The next day, the Clearinghouse issued the customer a check in excess of \$48,000 that was due to her. The customer said she was unfamiliar with the process, did not want to deal with it, and didn't think her ex-spouse was even paying, but due to some health issues and needed money for medical bills, she decided to call and thankfully reached Jenna, who knew exactly what to do. The customer was naturally delighted and Jenna said it made her day.



### Snip-Snap

(A section of snippets and snapshots)

#### Employee takes "great" picture with newsletter

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was seen in the country of Canada. This month, it traveled to a "great" spot in another country.



Pictured in the photo is Courtroom Services Manager **Roxana Anderson**, who was posing with the newsletter while she was standing on the Great Wall in China. This is the newsletter's first appearance in China and only fourth time that it has been in the continent of Asia.

You may submit photos of yourself reading the *Record Times* while on vacation at any time for this monthly newsletter feature.

**To submit a photo:** **1)** Print the front-cover newsletter page; **2)** Take your photo(s) with the page during your vacation; **3)** Email the digital photo or interoffice mail the print photo to Public Affairs Office's Len Keso (mail code DJC/PA) with your name, department, and a description of the photo.

#### May Information

Following are odds and ends related to two significant holidays in the month of May – **Mother's Day** and **Memorial Day**.

##### Things your Mom would probably not say to you:

- "How on earth can you see the TV sitting so far back?"
- "Just leave all the lights on ... it makes the house more cheery."
- "Don't bother wearing a jacket – the wind-chill is bound to improve."
- "The curfew is just a general time to shoot for."
- "Yeah, I used to skip school, too."
- "I don't have a tissue with me ... just use your sleeve."

##### How Memorial Day first began

Memorial Day began in the 19th century as "Decoration Day." Citizens were urged to decorate the graves of soldiers who had died in the Civil War. Decoration Day officially became Memorial Day in 1967.



# The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

## BIRTHS

- Congratulations to ITG's **Gail Totter** on the birth of her first grandchild on April 21. Her new grandson's name is Oliver James and he weighed 6 lbs. and 11 oz. at birth.

## OFFICE ANNIVERSARIES

The following Clerk of the Court employees celebrate milestone anniversaries with the Office in May:

### 5 YEARS

**Ivette Huerta, Leslie Slaughter, Michelle Wetherell, and Molly Alcala**

### 10 YEARS

**Mary Cabral, Annette Galarza, Rosemarie Scott, Yolanda Soliz, Kathryn Wendroff, Sheila Sailer, and Dora Sandoval**

### 15 YEARS

**Beth Giles, Michelle Paigen, and Anne Lieske**

### 20 YEARS

**Chris Stimson**



## NEW EMPLOYEES

- Courtroom Clerks - **Debra Benitez, Tracy Henninger, Norma Otero, Sara Quinones**
- Court Supplies - **Lorenzo Fuentes**
- NE Filing Counter - **Maria Ledesma**
- SEA Courtroom Services Manager - **Sig Perez**



## HONORS

### Con-graduate-lations!

- Congratulations to Family Court Services's **Deborah Johnson** on earning her bachelor of science degree in Finance and Accountancy from Arizona State University.
- Congratulations to SEA Filing Counter's **Mariam Jordan-McTaggart** on receiving her bachelors degree in Criminal Justice from the University of Phoenix.

## EMPLOYEE MOVES

- Courtroom Clerk **Kathy Waldner** transferred from Durango Juvenile to Downtown.
- **Travis Joy** transferred from Downtown Civil Docket to NE Docket.







## ...The Employee Track continued

### EMPLOYEE SPOTLIGHT



Project Manager Wendy Johnson. In the background is the Criminal Court Tower construction project she is overseeing for the Office.

**Name:** Wendy Johnson

**Department:** Project Manager

**Hometown:** Somonauk, Illinois

**Birthday:** March 11

**Family:** My daughter Naysa, who is 3½ years old, and boyfriend (Rodney)

**Years With The Clerk's Office:** 3 years

**What is One Thing That You Enjoy About Your Job:** No two days are the same.

**Favorite Activity:** Playing with my daughter

**Least Favorite Activity:** Cleaning the house

**The Most Adventurous Thing That You've Done:** Moving from Illinois to California after receiving my undergraduate degree and not knowing a single person or having a job ... I just wanted to be a California girl since I was little!

**What is Something You Are Proud Of:** Obtaining my Master's degree from ASU in 18 months while working a full-time and part-time job.

**Favorite Meal:** Pizza, pizza, pizza

**Where is Your Favorite Place to Eat Out:** Spinato's Pizza (AZ) and Uncle Lar's Pizza (IL)

**Pet Peeve:** People who don't apply themselves 100%.

**Favorite Movie or TV Show:** Movie - "Pretty Woman"

**A Dream I Have Is To:** Live on an uninhabited island with Rodney and Naysa.

**Do You Have a Hobby or Special Collection:** I love basketball - play it and watch it.

**What Has Been Your Favorite Vacation Destination:** An uninhabited island in the Bahamas.

**What Place Would You Like to Travel To Next:** Hawaii

**Two People With Whom You Would Like to Have Dinner:** Sandra Day O'Connor and Barack Obama

**What Was Your First Job:** Serving ice cream at the Yum Yum Shoppe!

**Nobody would believe it if they knew ...** that I was the starting point guard of my high school basketball team and I am only 4'11."

### Construction Corner

by Wendy Johnson



#### Northeast

Northeast staff will be seeing a few modifications to their space including an additional workstation, reconfiguration of the scanning room, and an ergonomically correct workspace with counter top and cabinets for sorting, mailboxes, etc.

#### CCB-WCB

The CCB-WCB remodel project is in the design phase. There is a considerable amount of work to be coordinated for temporary space, so additional time is being given to the project. The anticipated project completion date is around June 2011.



**Sun-sational spirit.** Showing their support of the Phoenix Suns during their play-off run are SEA's: Regina Romero, Mariam Jordan-McTaggart, Sheelagh Ponicki, and Sharan Szakaes. These staff members, along with co-workers Ana James, Nicki DeLaCruz, and Vanessa Martinez, not only faithfully wear their Suns apparel on the approved days, but also decorated the Office area with Suns items.

ENJOY YOUR



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